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Deliver exceptional public safety services **CenturyLink® Next-Generation 9-1-1 Solution**

Jon Osborne 911/Public Safety



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Next-gen 9-1-1 transformation requires ecosystem-wide thinking

We understand there is no one size fits all,
and want to help with a path forward

Challenge

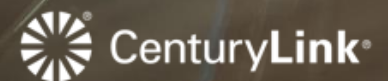
Rapidly evolving technology is changing how public agencies communicate with citizens and other agencies

Path Forward

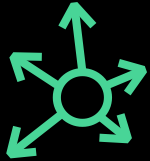
Solid network foundation, unique implementation, flexible design approach, building blocks collaboration

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Mark Thomas



Our transformation methodology delivers next-gen 9-1-1 sooner



Foundation

A public-safety-grade network



Building blocks

Assembly that's unique for your solution



Security

Built-in security with leading technologies



Design

Flexible and future-proof



Experience

Robust program and project management for quality assurance



Performance

Superior reliability from dedicated NOC/SOC

CenturyLink Next-Gen 9-1-1 Solution Transformation Methodology

All conversations are driven by customer requirements. There is no “one size fits all”



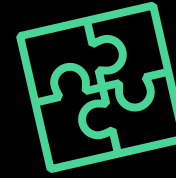
Discover

What does the customer need?
How do customer needs align with CTL capabilities?
Identify key stakeholders



Design

Innovative
Flexible
Secure
Building blocks
Future-proof



Build

Experienced
Process-driven
Collaborative



Manage

Tier 1 network
24x7 NOC
Security
Responsiveness
Upgrades



Ecosystem Thinking

Customer-centric | Collaborative | Innovative | Flexible | Engages all stakeholders

CenturyLink next-generation 9-1-1 building blocks

Core elements

ESInet
Public safety grade – SDWAN – 24x7 NOC support

Next generation core
services

Public safety applications

Cybersecurity

GIS data management

Deployment options

State-wide/regional
deployments

Funding

Related technologies

Data
learning

Storage

BU/DR

People

Community
education

Employee
training

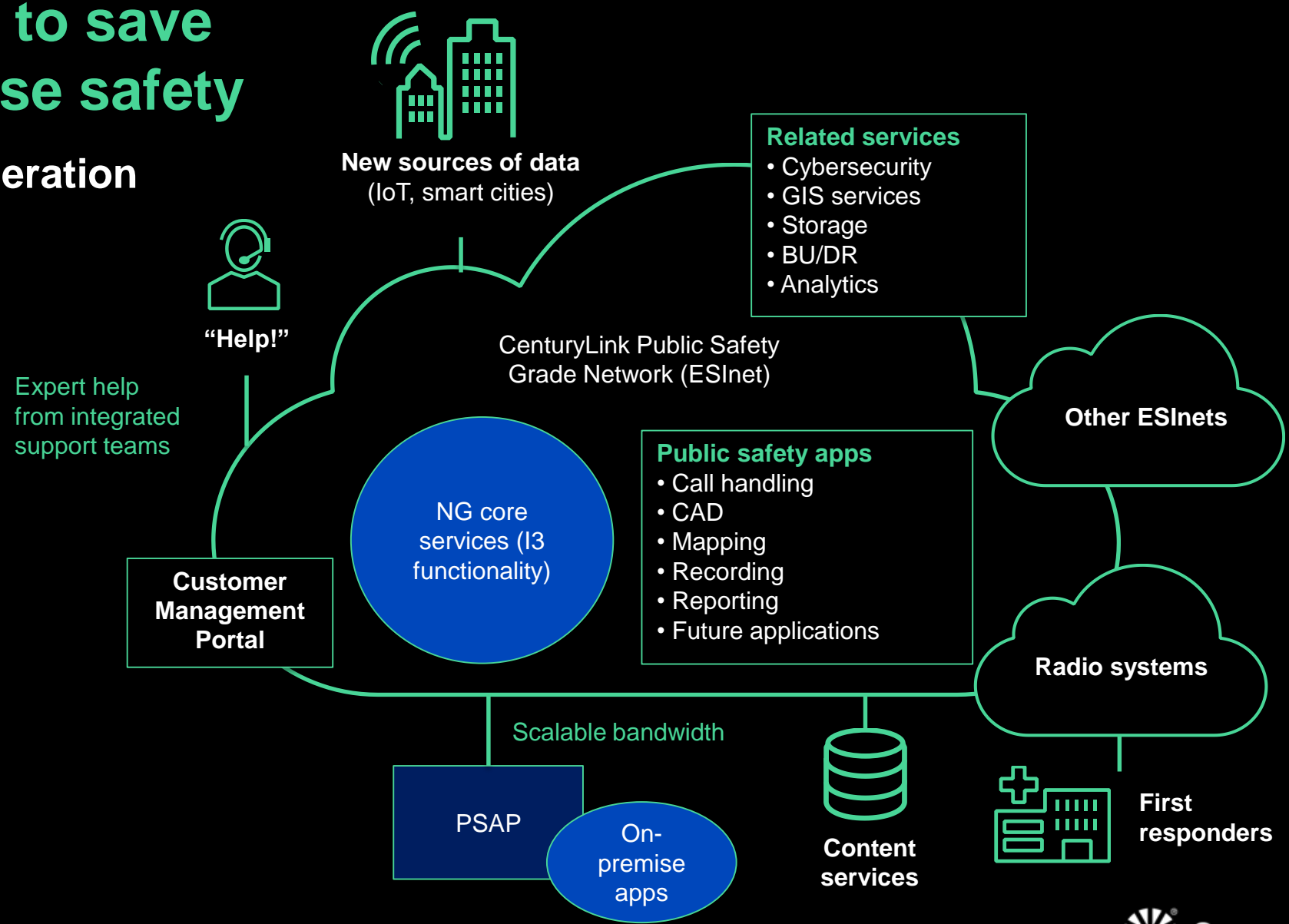
Partner ecosystem
communication and
collaboration

Vision for the future

New data sources (IoT, smart phones,
sensors) and insights

Integrating data to save lives and increase safety

CenturyLink Next-Generation 9-1-1 Solution



Collaboration Successes

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It takes a statewide, integrated approach to next-gen 9-1-1 deployment



Challenge



Solution



Results



Industry leadership and technological innovation

CenturyLink's heritage of 9-1-1 development and management

Leader in 9-1-1
since the 1960s

**Former Regional Bell
Operating Company (RBOC)**
and a partner in the original
development of 9-1-1

ALI Database provider
for 20+ years

Currently manage over 25M
ALI Database records

Provide a variety of 9-1-1
equipment and services
in 35 states

- Serve ~1,400 individual PSAPs
representing 28 million callers

A dedicated Tier 2 and Tier 3
Public Safety Services Support
Team provides 24/7 service

What makes CenturyLink different?

1

A public safety-grade network

4

Decades of 9-1-1 and next-generation 9-1-1 experience

2

Robust portfolio of solutions

5

Financial stability

3

Expansive set of vendor partners

6

Vision for the future

Trusted connections that enhances security for your digital footprint

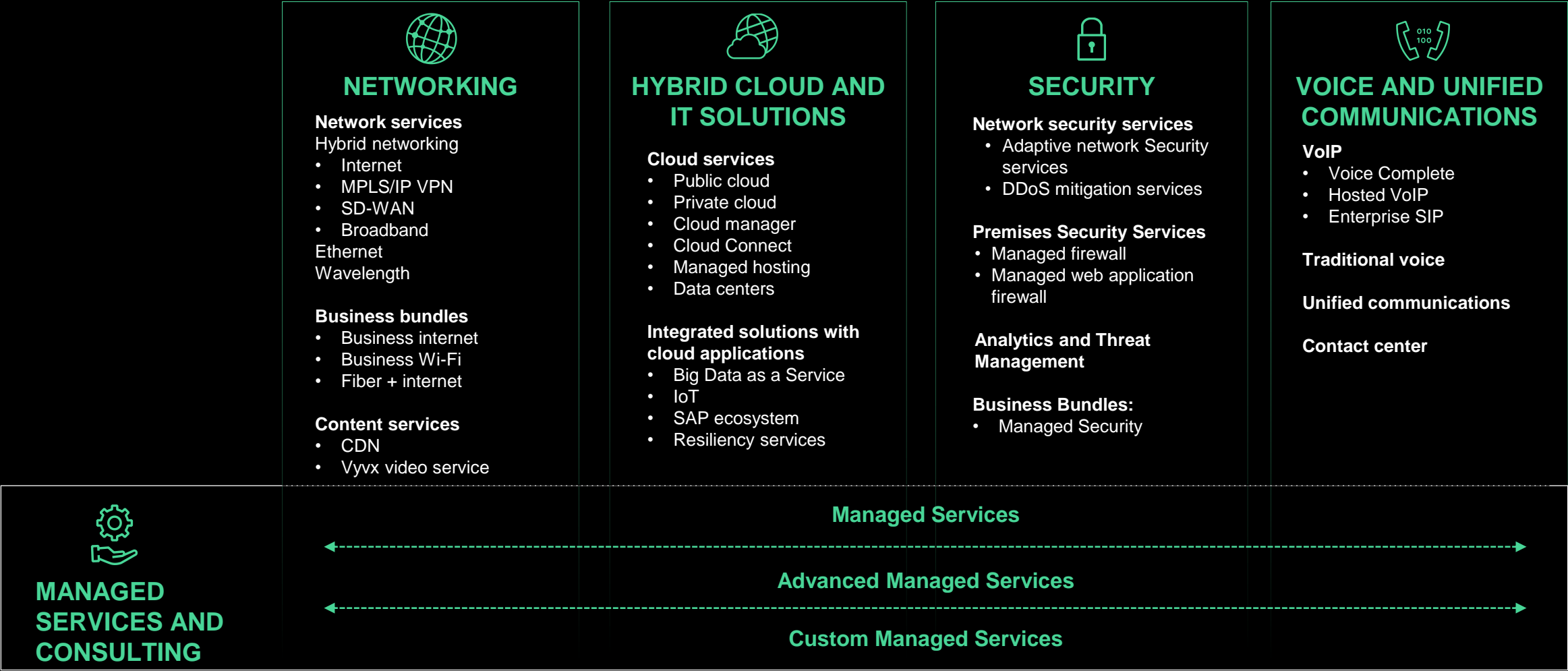
450,000 global route miles of fiber

114 billion NetFlow records
collected per day

100,000+ on-net buildings

60+ countries

Deep portfolio of solutions and services



Thank You
